



Welcome to eVA Customer Care - The Vendor Inquiry Game

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Overview Customer Care

Trending Now

Statistics and Feedback

The Vendor Inquiry Game

What is eVA Customer Care?

eVA Customer care is a team who is committed to providing and delivering exceptional customer service before, during and after your technical issues are resolved.



What we do

- Provide Technical Support/Assistance in eVA to
 - Over 12,000 Buyer users
 - 244 agencies
 - 900 Local Public Bodies
 - 100,000+ Vendors
- Assist with testing modules and eVA eMail and Quick Quote training



- Assist Vendors with getting access to resources



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Meet your Customer Care Team

eVA Customer Care Manager:

Ghania Matias

Lead Specialists:

Natasha

Jamel

Specialists:

Joann, Jennifer, Sherry,
Miranda, Portia, Devyonne,
and Open

Analyst:

Teresa



Your Feedback

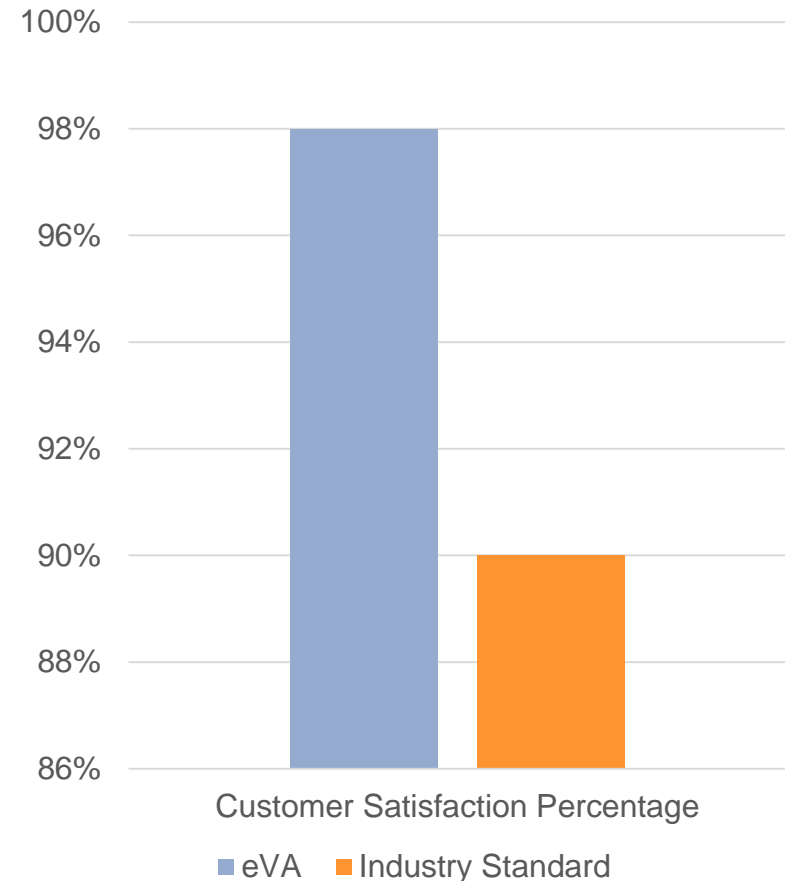
Surveys

- ✓ Opportunity to rate their experience
- ✓ Feedback improves quality and the user's experience in eVA

Respondents	Number of Responses
Buyer	1607
Other	165
SWaM	135
Vendor	2521
TOTAL	4428

“Excellent representative. Best help desk support I have EVER received from a government website. Keep up the good work. I will be more likely to bid on VA work now that I know the helpdesk is awesome if I ever run into issues. ”

Survey Results

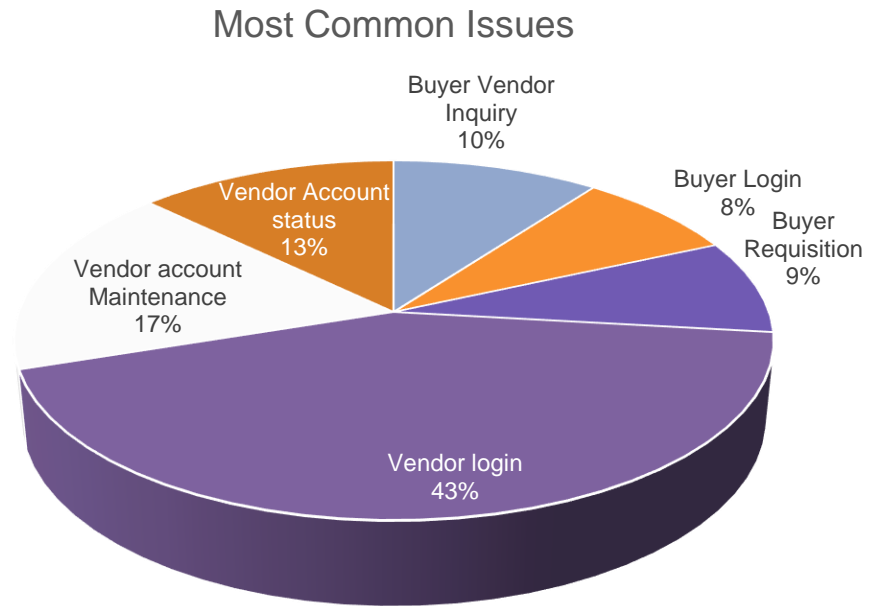
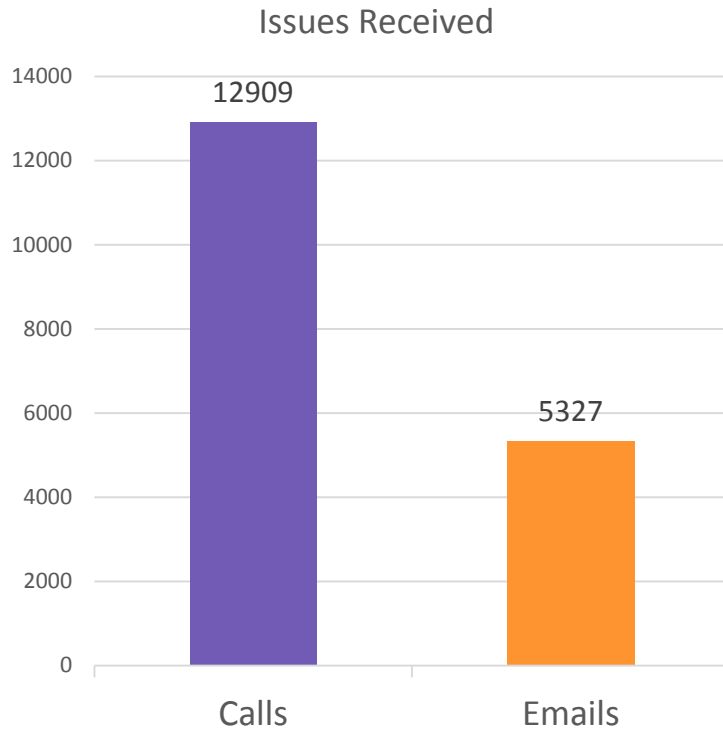


Calls and Issue Trends

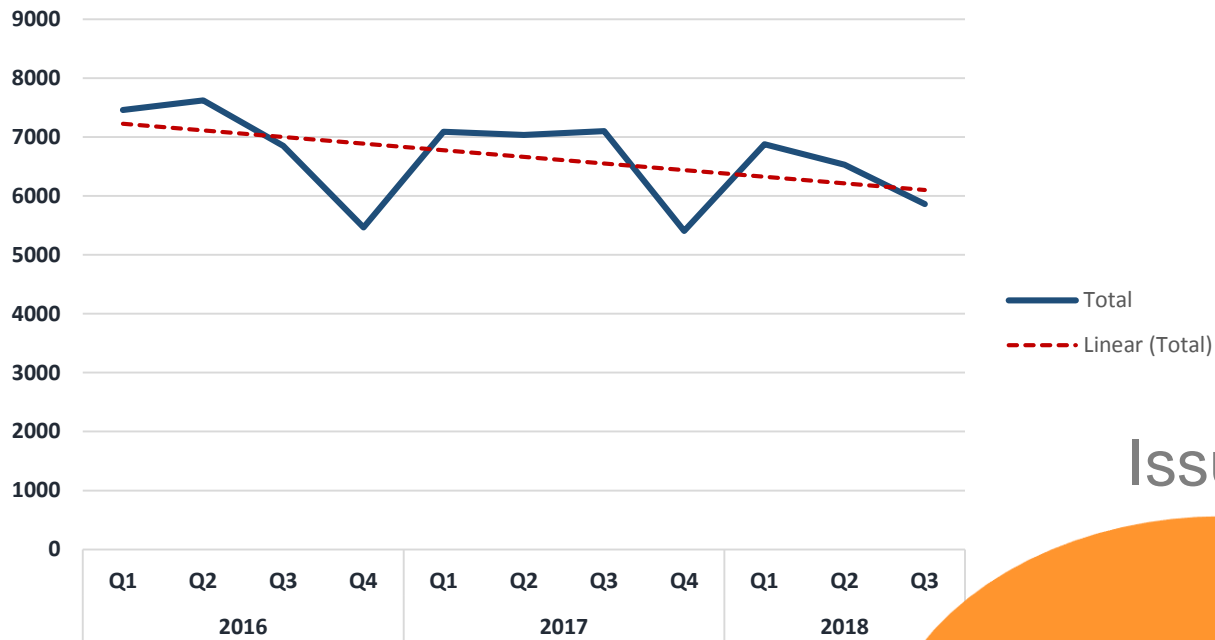


Emails and Calls

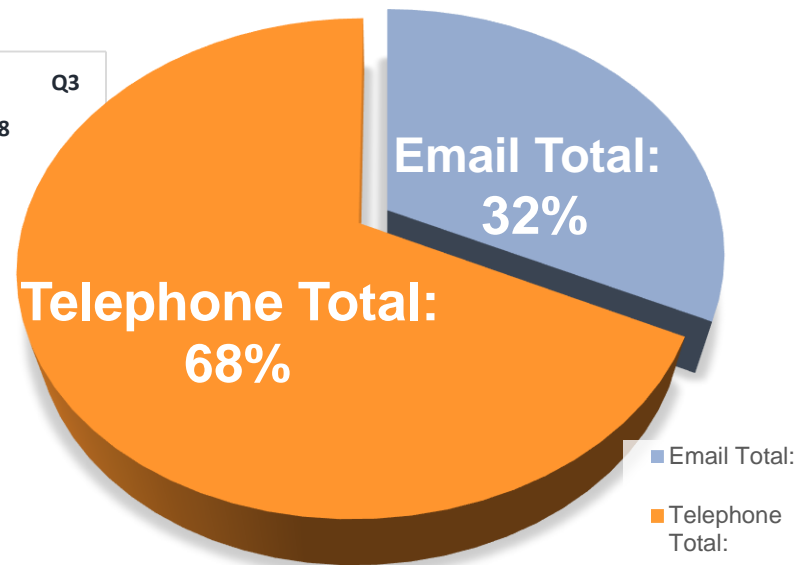
Issues



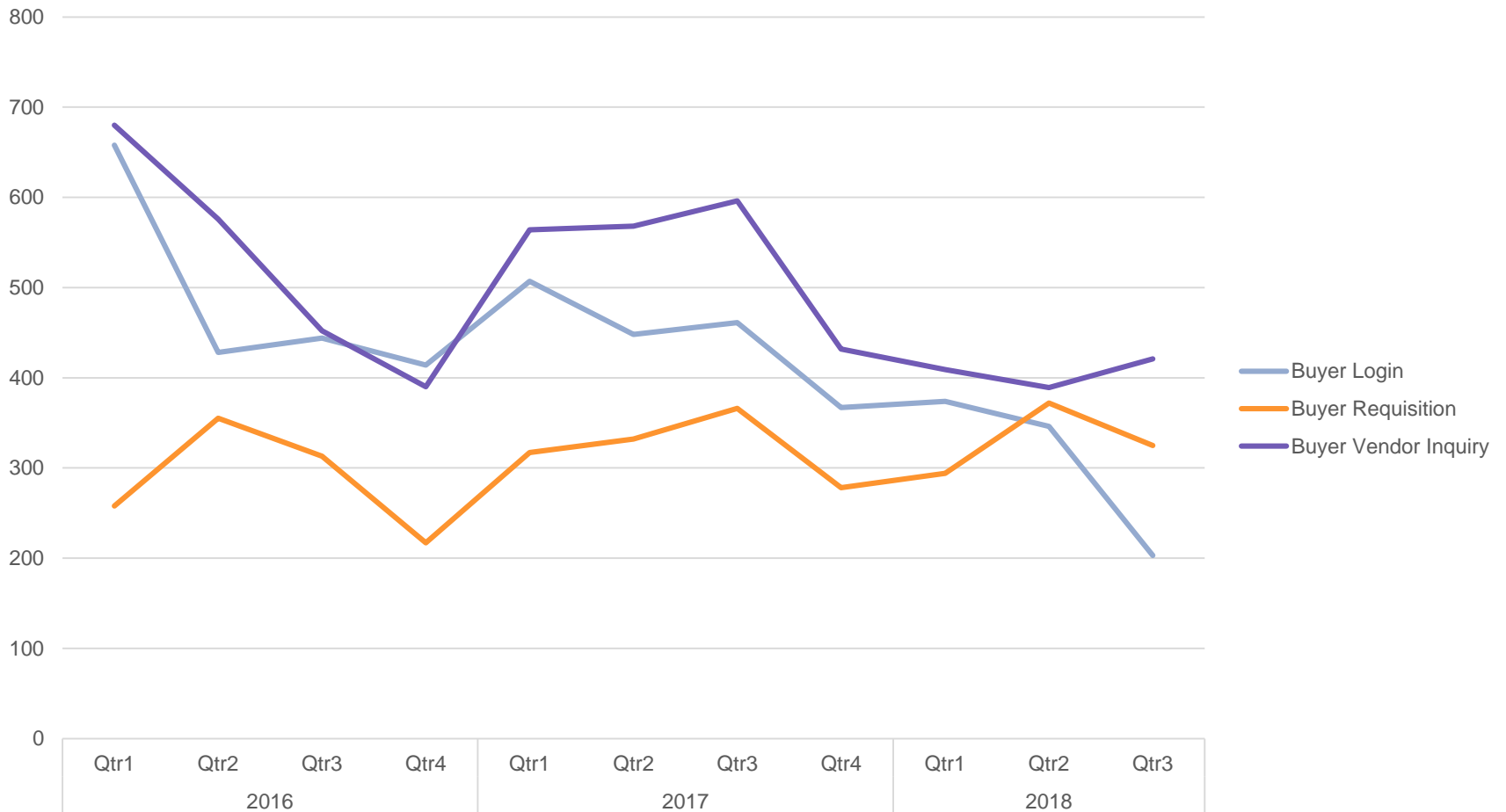
Issue Volume - Year to Year



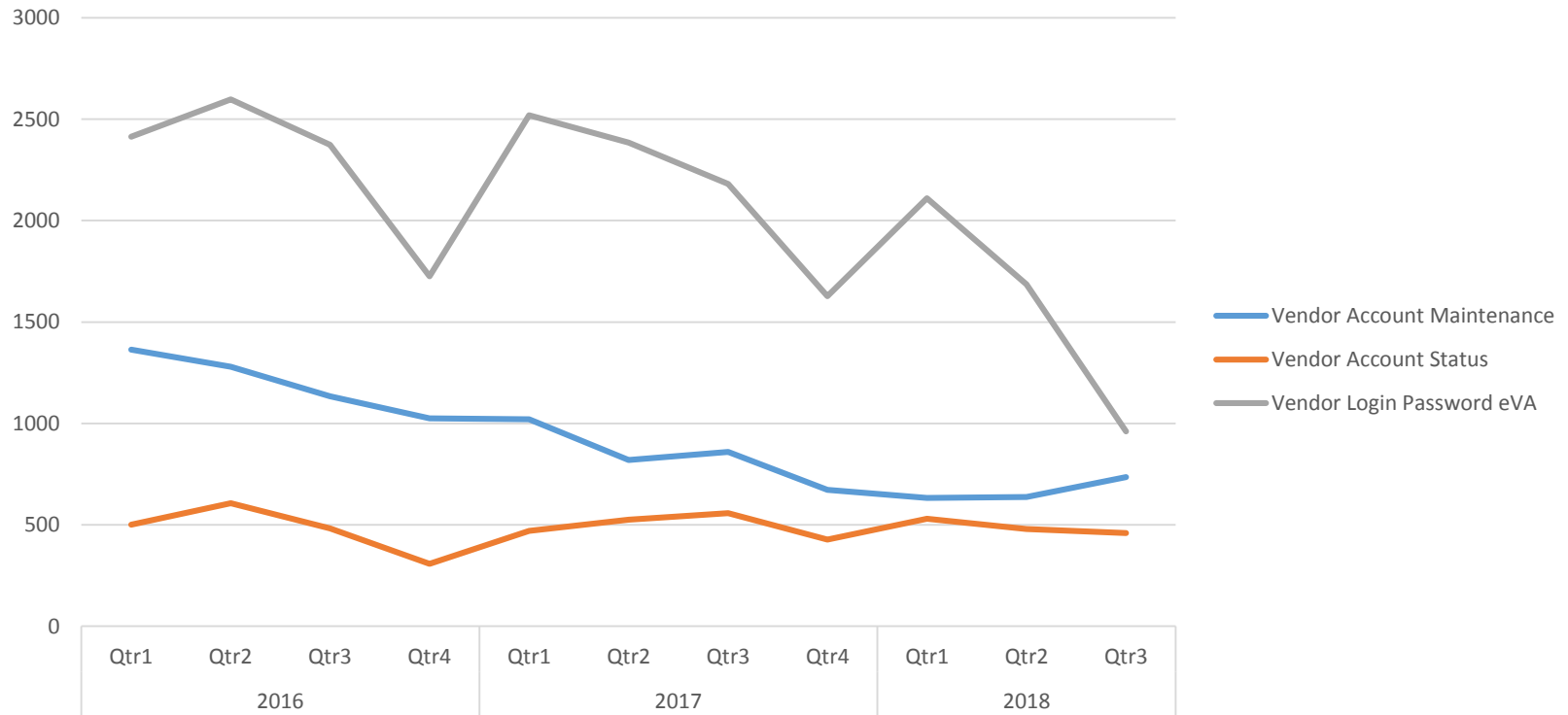
Issue Sources



Buyer Issue Trends



Vendor Issue Trends



VENDOR INQUIRER





- ✓ Overview Customer Care
- ✓ Feedback
- ✓ Trending now
- ✓ Statistics
- ✓ Vendor Inquirer test your knowledge on Common vendor questions







Hours: 8:00AM – 4:45PM M-F

TOLL FREE: **866-289-7367**

OUTSIDE US: **804-371-2525**

or

eVACustomerCare@DGS.Virginia.gov

Thank you for visiting!

